

# USEFUL NATIONAL AGENCIES

## **Carers Allowance Unit**

Palatine House, Lancaster Road,  
Preston, PR1 1HB  
Tel: 0845 608 4321  
Textphone: 0845 604 5312

## **Child Benefit Office**

PO Box 1, Newcastle upon Tyne, NE88 1AA  
Tel: 0845 302 1444  
Textphone: 0845 302 1474  
Web: [www.hmrc.gov.uk/childbenefit](http://www.hmrc.gov.uk/childbenefit)

*Attendance Allowance/DLA Initial Claims*

## **Disability Benefits Centre**

PO Box 34, Birmingham, B99 1AR  
Tel: 0121 626 2000

*Attendance Allowance/DLA*

## **Disability Benefits Unit**

DCPU5, Warbreck House, Warbreck Hill  
Road, Blackpool, FY2 OYE  
Tel: 0845 712 3456  
Textphone: 0845 722 4433

## **Social Fund Enquiries**

Government Buildings, 307 Walsall Road,  
Perry Barr, Birmingham, B42 1TZ  
Tel: 0845 603 6967

## **Independent Review Service for the Social Fund**

4<sup>th</sup> Floor, Centre City Podium, 5 Hill Street,  
Birmingham, B5 4UB  
Helpline: 0800 096 1928  
Textphone: 0800 096 1939  
Web: [www.irs-review.org.uk](http://www.irs-review.org.uk)

## **International Pension Centre**

Tyneview Park, Pensions Service,  
Newcastle upon Tyne, NE98 1BA  
Tel: 0191 218 7777  
Textphone: 0191 218 7280  
Web: [www.direct.gov.uk/pensions](http://www.direct.gov.uk/pensions)

## **National Insurance Contributions Office,**

HM Revenue & Customs, Benton Park  
View, Newcastle upon Tyne, NE98 1ZZ  
Tel: 0845 302 1479  
Web: [www.hmrc.gov.uk/nic](http://www.hmrc.gov.uk/nic)

## **Pensions Direct**

Tyneview Park, Benton, Newcastle upon  
Tyne, NE98 1BA  
Tel: 0845 301 3011  
Textphone: 0845 301 3012  
*Retirement Pension Forecasting Team*  
Tel: 0845 300 0168  
Textphone: 0845 300 0169  
Web: [www.direct.gov.uk/pensions](http://www.direct.gov.uk/pensions)

*Health Benefits*

## **Prescription Pricing Authority**

Patient Services, PPA, Sandyford House,  
Archbold Terrace, Newcastle upon Tyne,  
NE2 1BF (0845 850 0030)

## **Benefit Enquiry Line (BEL)**

Tel: 0800 882200  
Textphone: 0800 243355  
Mon-Fri 8.30am-6.30pm; Sat 9am-1pm  
(Northern Ireland 0800 220674  
Textphone: 0800 243787)  
*Provides general advice on benefits for  
disabled people, their carers and  
representatives.*

## **Office of the Social Security & Child Support Commissioners**

5<sup>th</sup> Floor, Chichester Rents, 81 Chancery  
Lane, London, WC2A 1DD  
Tel: 020 7911 7085  
Fax: 020 7911 7093  
TypeTalk: 18001 020 7029 9850

## **HM Revenue & Customs**

Tax Credit Office, Preston, PR1 1SB  
Tax Credits Helpline 0845 300 3900  
Textphone: 0845 300 3909  
Web: [www.hmrc.gov.uk](http://www.hmrc.gov.uk)